



CURRICULUM VITAE

Mohammed Dastagir Siddiqui

Dubai – U.A.E

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PERSONAL DETAILS

Nationality:

Indian

Date of Birth:

20/10/1998

Gender:

Male

Marital Status:

Single

Languages:

English, Hindi,

Passport Number:

T6635634

Date of Expiry

26/06/2029

Visa Status

Own Free-lance
Visa

Core Skills:

- Sales & Marketing
- Customer Service & Relationship Management
- Tele Sales (Cold calls)
- Sales coordinator
- Inventory Management
- Dealer & Distribution Management

Profile Summary

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I'm an achievement – driven professional targeting assignments in Sales/Marketing & Business development with an organization of repute. With several years of working as a Business development & Marketing Associate, I have developed amassed experience across these positions and customer service.

Looking for the opportunity for the as Sales executive / sales Coordinator / Office Assistant.

Work Experience

Worked as HR on Boarding at Accenture Solutions **April - October 2022**

- Management of employee on boarding.
- Follow-up with the shortlisted employees regarding documentation.
- Screening candidates as & when required by the organization.
- Scheduling & Interviewing candidates.
- Approving timecards of the employees.

Customer Service support at Carrefour Dubai

Aug 2021- Mar 2022

- Handling customer calls and complaints on inbound calls.
- Providing solution to customer queries and concerns.
- Escalating customer queries and concerns to the respective departments.
- Help customer choose the product and provide the solutions for their convenience.
- Explaining the company policies and advising them as per the policy.
- Sending emails to different departments and follow up for the pending escalated cases.

Service Assurance Team / Service Delivery Specialist **May 2018-May 2021**
IDFC First Bank (Hinduja Global Solutions)

- Communicating with customers via email and telephone.
- Handling queries from both the departments Retail Assets / Retail Liabilities.
- Assuring Service and guaranteed resolution within 3 Working days.
- Doing necessary follow-ups with the departments as and when required.
- Escalation of complaints to the respective leads.
- Cross-selling / Pitching about the pre-approved offers in customer's profile.
- Negotiation of Rate of Interest for Loans.

Strengths:

- Good communication skills
- Quick Learner
- Believe in Discipline
- Easy adaptable to any kind of environment
- Good team member

Hobbies:

- Cooking, Driving and Trekking

Education & Qualifications

- Bachelor of Business Administration (BBA) in International Business
D.Y PATIL DEEMED UNIVERSITY SCHOOL OF MANAGEMENT (2016-2019)
- Higher Secondary Science electronics
D.Y PATIL JUNIOR COLLEGE OF SCIENCE & COMMERCE (2014-2016)
- Secondary school examination (I.C.S.E)
PRESENTATION CONVENT SCHOOL

Declaration

I hereby declare that the particulars furnished above are true to the best of my Knowledge and belief.

Place: Dubai, U.A.E

Mohammed Siddiqui